

## **Research Specialist – Job Description**

**Overview of the Research Team:** Our team identifies trends and patterns surrounding revenue leakage/loss, and we work to minimize this loss as much as possible. We do this through a process of identifying the reason for a return/cancellation, generating a fact sheet on the return or loss, and partnering with appropriate internal teams to ensure that every opportunity has been taken to save a customer or prevent the loss.

Syncfusion has several product lines within its ecosystem that our team will be overseeing:

- Essential Studios
- Bold BI
- Bold Reports
- BoldDesk
- BoldSign

**Job Specific Duties:** Below is a list of some responsibilities you can expect with this position. Please note – this is not an all-inclusive list.

- Research a variety of sources and tickets via Sales Operation, DT, and support tickets to identify the facts behind returns or cancellations. This applies to all product lines above.
- Pull that research together and place it in an organized fact sheet for the appropriate team member to follow up on.
- Maintain visibility to all cases assigned to you to ensure that the internal teams follow best practices for saving the customer.
- Work with reinstate team, sales team, legal team, and potentially order processing team as you work each case to close.
- Work with the Team Lead on any concerns or questions concerning the cases.
- Identify potential best practices for the research team.
- Update progress on your case management.

### **Candidate Requirements:**

- Strong written communication skills,
- Resourceful,
- Enjoys research and identifying ways to improve systems,
- Enjoys working towards goals,
- Ability to understand and connect with emotion in written format.